

## Customer Credit Reporting

**Company Name:** Verizon North Inc. and Verizon South Inc.  
**Doing Business As:**  
**Company Address:** 1312 East Empire Street, Bloomington, Illinois 61701  
**Operating Company Number:** 1000, 1015, 1036

**Credit Reporting Data for Quarter Ending:** June 30, 2003 ▼

**Credit due in accordance with Section 732.30(a);**

**Out of Service More than 24 Hours:**

- A. Total dollar amount of all customer credits paid:
- B. Number of credits issued for repairs - 24-48 hours:
- C. Number of credits issued for repairs - 48-72 hours:
- D. Number of credits issued for repairs - 72-96 hours:
- E. Number of credits issued for repairs - 96-120 hours:
- F. Number of credits issued for repairs > 120 hours:
- G. Number of exemptions claimed for each of the categories identified in Section 732.30(e)
- H. Number of customers receiving alternate phone service rather than receiving a credit.

April	May	June	Total
\$340.11	\$590.52	\$596.60	\$1,527.23
118	159	343	620
5	9	3	17
0	0	0	0
2	1	0	3
1	1	0	2
58	241	115	414
0	0	0	0

**Credit due in accordance with Section 732.30(b);**

**Failure to install Basic Local Exchange Service:**

- A. Total dollar amount of all customer credits paid:
- B. Number of installations after 5 business days:
- C. Number of installations after 10 business days:
- D. Number of installations after 11 business days:
- E. Number of exemptions claimed for each of the categories identified in Section 732.30(e).
- F. Number of customers receiving alternate phone service rather than receiving a credit.

April	May	June	Total
\$1,066.13	\$25.00	\$59.28	\$1,150.41
12	0	1	13
0	0	0	0
2	1	0	3
655	890	833	2,378
0	0	0	0

**Credit due in accordance with Section 732.30(c);**

**Missed Appointments**

- A. Total dollar amount of all customer credits paid:
- B. Number of customers receiving credits:
- C. Number of exemptions claimed for each of the categories identified in Section 732.30(3).

April	May	June	Total
\$2,175.00	\$6,025.00	\$3,900.00	\$12,100.00
43	121	78	242
9	49	11	69

